

# REPORT to the COMMUNITY

APRIL 1985



## Our Community Board of Trustees

The Wasatch County Hospital (WCH) Community Board of Trustees performs a vital function for the hospital. This board, comprised of 11 residents from the various areas served by WCH, represents the voice of our local community. Based on the communities' needs and opinions, they help decide what types of services the hospital will provide, make financial decisions, review physician credentials, establish long range goals and make other hospital-related decisions.

As government policy on health care continues to change, hospitals must also change. That's why our board members attend educational sessions offered by Intermountain Health Care, Inc.

Each of the WCH board members are successful and well respected community members. Because they care about the local community, many of these board members are involved in other community affairs groups.

We sincerely thank the following governing board members for the hours of time they volunteer to benefit the hospital.

### Board Officers

Chairman

Ken Smith; owner, manager of Big O Tire Co.; Heber City, Utah;

Vice chairman

RoGean Addley; mayor of the City of Duchesne & Realtor; Duchesne, Utah;

Financial Sec.

Raymond Jiaocletti; retired former county commissioner and teacher; Heber City, Utah;

Exec. Sec.

Wayne T. Terry; WCH administrator.

### Board Members

- LeRoy Kohler; Dairyman; Midway, Utah

- Nelda Duke; County clerk; Heber City, Utah

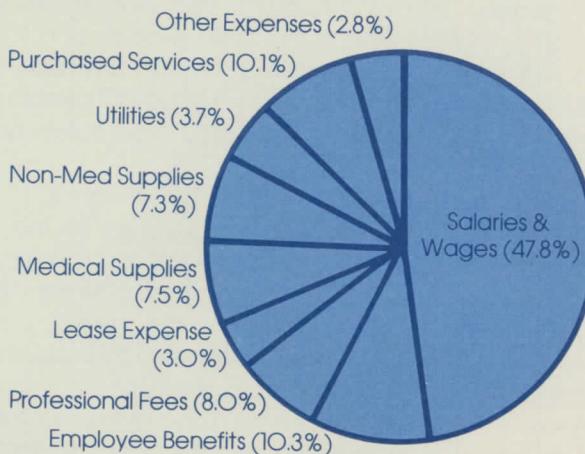
- Wally Ripple; Fast food business manager; Wallsburg, Utah

- Richard Nielson; Grocery store manager; Midway, Utah

- Tom Todd; Businessman; Kamas, Utah

- Neal Burton, MD – family practice physician; Charleston, Utah
- George Holmes; Dairyman; Former county commissioner; Wasatch County
- Lorin Allred; County commissioner; Wasatch County teacher; Heber City, Utah

## How Each Patient Dollar Was Spent in 1984



## We Care

### — and now we guarantee it!

What happens if you stay at Wasatch County Hospital and your room TV has a fuzzy picture? Or say your broccoli and potatoes are cold – do you grumble a bit and chalk it up to a typical hospital stay? No.

You simply explain these or any other unsatisfactory situation to your nurse, and your problem will be taken care of to your satisfaction, pronto, or you'll receive an adjustment.

"It's all part of our new patient guarantee program called We Care," explains Wayne Terry, administrator. "We believe in our employees and the service they offer, so why not guarantee it? The guarantee simply keeps our employees on their toes and gives patients a better feeling about bringing problems to our attention."

"We think our patients have been satisfied in the past," Terry concludes. "The We Care program will just help us make sure."

# Quality Health Care

## Our IHC Affiliation, A Patient Benefit — Here's Why:

What does it mean for Wasatch County Hospital (WCH) to be leased by Intermountain Health Care, Inc. (IHC)? It means we can offer more services more efficiently. And that's a benefit to our patients.

IHC is a parent company with five health care-related subsidiary corporations. These corporations own, lease or manage 23 hospitals, many clinics and home-care services, raise funds for these operations, offer hospital management software systems, group purchasing programs and many other hospital-related programs.

This wealth of expertise is brought to Wasatch County Hospital through our IHC affiliation. Some examples: our board members, administration and medical staff attend IHC educational seminars to help them advance in their work. We have been able to buy or rent sophisticated medical equipment which would otherwise be unattainable to a smaller hospital. Each WCH department receives regular quality assurance checks by trained IHC personnel to ensure that our hospital continues to meet safety and efficiency standards.

The list continues. Added to these benefits is IHC's philosophy on how the hospital should be run: "It's the community's hospital," they say, "so each community member should share in decisions pertaining to the hospital."

Concerned community members relay their opinions and suggestions to the hospital administrator and board members. These comments are discussed at the monthly board meetings and hospital-related decisions are made accordingly.

Our IHC affiliation assists us in offering our patients the best primary care possible — all in the way our community would like to see it offered.

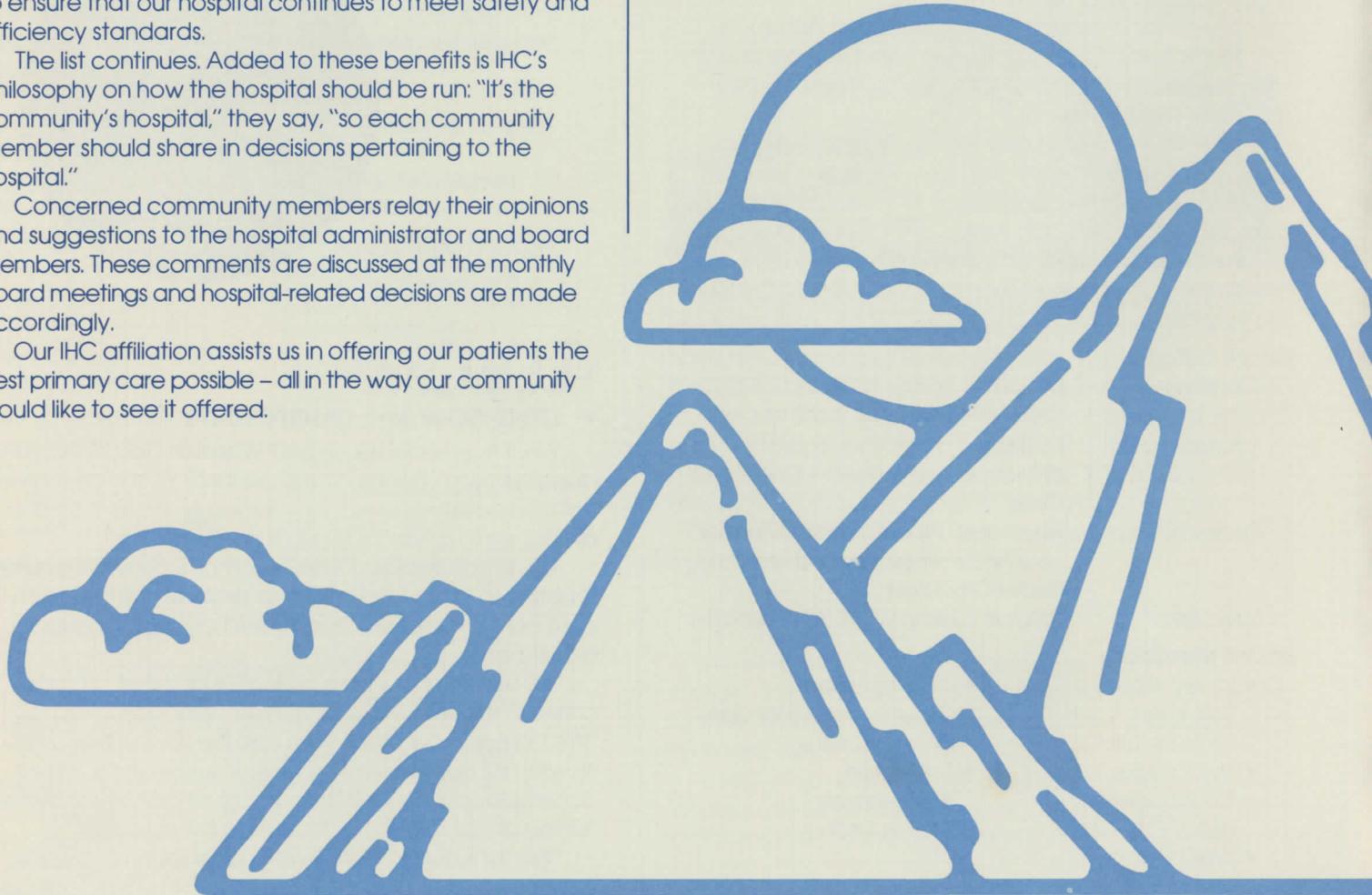
## Wasatch County Hospital Trivia Questions

### 1. Where do our patients come from?

A 1983 Professional Activity Study shows that approximately 60.9 percent of our patients come from Wasatch County, 11.5 percent from Duschesne County and 10.3 percent from Summit County. According to hospital administrator, Wayne Terry, these figures have remained fairly constant.

### 2. Did patients pay more for their stay at Wasatch County Hospital in 1984 than in 1983?

NO. Patients paid less. That's because on the average, patients stayed at the hospital for shorter lengths of time than in the previous year. "We attribute this lower length of stay to our increasing technology, efficiency and to our home health program," explains Wayne T. Terry, administrator.



# More Close to Home

## South Summit Community Clinic

### Already a Success

October 7, 1984 marked the opening of the South Summit Community Clinic in Kamas, an extension of Wasatch County Hospital.

"Our patient load is already growing quicker than we could have imagined," explains clinic manager, Glen Jones, PA. "We expected to be seeing about eight or 10 patients a day after a six-month period, but we're already averaging 14 to 16 patients a day."

"Not that the community is sicker than we expected," he jokes. "I just think we've been well accepted by the community. We've been able to treat or at least stabilize every patient who has come to the clinic. We've seen everything from OB patients to newborn pediatrics to routine geriatrics and emergency situations," says Jones. "And these patients have come from all over the area - Kamas, Peoa, Woodland, Francis, Oakley, Coalville and Park City."

Jones, and six physicians who come to the clinic on a rotating schedule, sees patients.

"If our physicians can't handle a certain case, the patient is always referred to a specialist out of town - but up to that point, there's just no sense in patients going to Provo or Salt Lake for care when they can receive the same treatment so close to home," he says. "And to ensure that our community continues to be served as they think they should be," he concludes, "we're setting up a community advisory board."

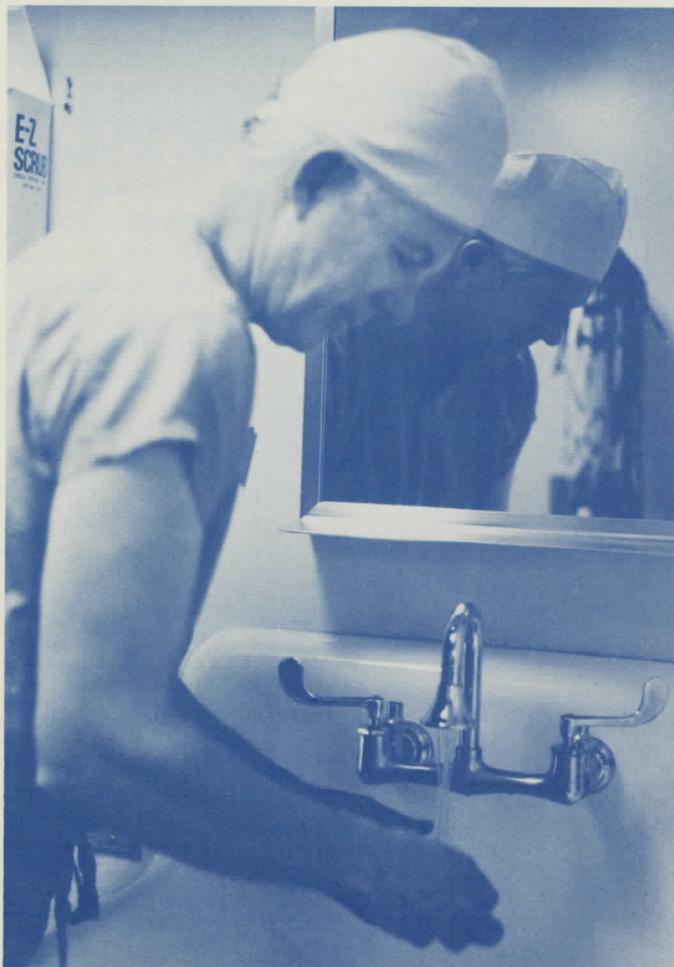


## Physician Profile

### Dr. Christenson

He's a Stanford graduate, specializing in urology - and he lives in Woodland County.

"People wondered why I came here at first, in 1978," explains W. Bart Christenson, Jr., MD. "They wondered why I left my practice in Salt Lake City where I was associated with Cottonwood Hospital and enjoyed a life in the suburbs. It was nice, but I came to Woodland with my wife and six children to enjoy the beautiful country life," he says.



"Actually, I think other specialized physicians would love to move here if they thought the community could support their practice," he says. The area is fortunate to have an ear/nose/throat specialist, a general surgery specialist and a radiologist come here for consultation on a regular basis. And I've been fortunate - the communities around here and Wasatch County Hospital have been supportive of my urological practice. In fact, the hospital has even purchased the equipment needed for my practice," he adds.

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## Elderly Care - more than routine care

"We'll do anything to get our dad admitted to Wasatch County Hospital's long-term care program for the elderly - we'll even buy the hospital if we have to," said one family who obviously wanted to see their father receive his care from WCH. Needless to say, they didn't have to buy the hospital. "Although all our long-term care beds were full at the time, we managed to find a place for him, and at no extra cost," explains Wayne T. Terry, administrator.

Why did the family want to go to all expense, just to have their father come to WCH? "Because we offer a very special program for our long-term care patients," says Terry. "For example, Opal Cory, a patient who is 104 years old doesn't just have a birthday at WCH - she has a major celebration."

"We have special honor days where our elderly patients are recognized for a variety of accomplishments. Every holiday is a big occasion with fun, games and fellowship. But most importantly, every day is a special occasion at WCH for these patients," he adds.

"Our patients and staff members have become like family to one another. And that's made the difference between these patients receiving routine medical care and special medical care."

"To increase our ability to continue providing special care for our growing elderly population, we are developing a means for coordinating long-term care programs that combine traditional hospital care with home health care and community programs," Terry concludes. "This will enable us to care for most all elderly patients who come to us."

## Meet Our Medical Staff

After going through a strict review process, each of these physicians has received privileges to practice at Wasatch County Hospital. Not only are these physicians highly qualified, they are also located "close to home."

### Family Practice

Jack D. Boggess, MD  
Wayne D. Bosworth, MD  
Neal J. Burton, MD  
William W. Ferguson, MD  
R. Raymond Green, MD  
Ross E. Jensen, MD  
Janet Kelly, MD  
Stanton McDonald, MD  
George D. Pitts, MD

### Ear, Nose and Throat

David Hilding, MD

### Dentist

William S. Danley, DDS  
Leo Vaun Mikesell, DDS

### Urology

W. Bart Christenson, JR., MD

### Pediatrician

Katherine S. Ferguson, MD

Dr. Christensen continued

Dr. Christensen operated his Salt Lake City practice for nine years. Prior to that, he received his urological training at the University of California.

"The thing I enjoy most about my practice here in Wasatch County is that I have been able to develop close patient relationships," says Dr. Christensen. "And with the increased regulations and changes in the health care industry, that's getting harder for physicians to do in most places."

## Message From the Administrator

### Our Progress in 1984

#### Wayne T. Terry

I am pleased to report that Wasatch County Hospital made excellent progress in 1984. Here are some statistics to show you why:

- We served 1,322 patients.
- 2,953 patients visited our emergency center.
- We provided 4,503 days of acute care to patients.
- We provided 3,095 days of long-term care.
- Two new physicians and one dentist joined our medical staff.
- We expanded our anesthesia service.
- We built a new recovery room.
- We developed a birthing center.
- We began operating a home health care service for patients in Summit, Wasatch and Duchesne counties.
- We opened a new clinic in Kamas.

In addition, the hospital has made a significant contribution to the community by providing jobs to 117 employees. The hospital is the second largest employer in the county and generates a payroll of \$1,203,052.



We are proud of our employees, management and medical staff who, together with our governing board, have an unwavering commitment to providing quality medical care with a warm, personal, home-town touch.

The health care industry is rapidly changing for everyone, including the patient. We are committed to responding to these changes and will continue to provide our patients with quality health care close to home.

We cordially invite any questions or comments regarding the operation of the hospital.

He leans back in his chair and smiles. "You know, though, as past president of the medical staff at Wasatch County Hospital, I got to know each of the physicians here very well.

I have to say that they are all excellent in their respective fields and they enjoy providing the personalized care that this smaller community allows."